

# Hampton Regional Local Human Rights Committee

June 19, 2014

**Members in Attendance:** Doris, Peterkin-Chair-LHRC, Rev. Christopher Boyd-Member-LHRC, James Overton- Member-LHRC,

**Others Present:** Cindy Estes-Provider-SNGH, Colette Edmonson – Provider-SNGH, Lana Crisman-Terry-SNGH  
Reginald Daye, Regional Advocate-DBHDS; Simona Haqq, Human Rights Advocate-DBHDS

Review of Minutes: NA

The meeting was called to order by Mrs. Doris Peterkin, Chairperson @ 9:00am at Sentara Norfolk General Hospital.

Public Comment: None

New Business:

## **Sentara Norfolk General Hospital (SNGH) Senior Treatment Area (STA) Behavioral Unit – Patient Handbook**

Ms. Doris Peterkin asked Ms. Estes to discuss and review revisions:

Patient Handbooks - STA were updated/revised to integrate meal and visitor time, control of contraband entering units and grievances process revised: (see below changes/revisions)

### **STA - Visitation & Phone Information**

- Visiting hours are 12:30 pm-1:30pm and 4:30-5:30pm daily
- Patient Phone Hours of Use : 7:00am – 10:00pm
- Phone is turned off during groups
- You must provide your access number to all friends/family that may call or visit. They will not be able to speak to you or visit without it.

Upon entry to the unit, all visitors must sign the Visitor's Registry Log Book. All visitations take place in Multi-Purpose Room and visitors are limited to 2 visitors per patient on the unit at a time.

### **Visitation Rules**

- No one under the age of 18 is permitted on the Unit
- Only 2 visitors are permitted on the unit at one time
- No food or drinks are permitted from outside
- This is a Tobacco-Free Campus – no tobacco or tobacco products are permitted
- Cell phones, iPods, and computers are NOT permitted on the Unit
- Pictures cannot be taken during patient's stay
- Pets are NOT permitted on the Unit except for facility-approved therapy dog
- Family and friends are NOT permitted in patients' room at any time
- For your safety, a hand held metal detector will be used on all visitors that enter the unit

### **Grievances**

Our goal is to provide a positive and valuable treatment experience for all patients. If you have a concern or problem with this experience, there is a procedure for allowing patients and others to register a complaint. Patients with complaints should notify their physician, social worker or any member of the treatment staff. The staff will help resolve the issue as well as notify the Hospital Patient Advocate, and the Regional Advocate of your concern. You may also contact the Hospital Patient Advocate directly at 388-2055.

Reginald Daye recommended we add in our inpatient admission process – to include “hand held metal detector” to the –“Patient Rights Agreement”. Reinforce the program rules and include Proactive Education Plan.

James Overton questioned – do we separate bipolar patients during visiting time?

Cindy Estes: No – Special accommodations are made for all patients when needed.

Reginald Daye questioned – what is the plan/process for patient who refuses the hand held metal detector?

Cindy Estes – noted staff would try to encourage patient, reinforce/explain for their safety. Noted that a patient does have the right to refuse unless there is noted contraband.

## **Sentara Norfolk General Hospital (SNGH) Intensive Treatment Area (ITA) Behavioral Unit – Patient Handbook**

### **(ITA)- Visitation & Phone Information**

- Visiting hours are 7:30pm- 8:30pm daily
- Patient Phone Hours of Use : 7:00am – 10:00pm
- Phone is turned off during groups.
- You must provide your access number to all friends/family that may call or visit. They will not be able to speak to you or visit without it.

Upon entry to the unit, all visitors must sign the Visitor's Registry Log Book. All visitations take place in Multi-Purpose Room and visitors are limited to 2 visitors on the unit at a time.

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If you wish to contact the state directly, the Regional Advocate Mr. Reginald Daye may be reached by phone at (757) 253-7061, toll-free at (877) 600-7436 or by mail at Eastern State Hospital, 4601 Ironbound Road, Building 2, Williamsburg, VA 23188.

James Overton questioned what precautions are taken for people with medical conditions such as Pace Makers, etc. when using hand held medical detectors?

Reginald Daye recommended that Cindy Estes, SNGH present this concern to the Medical Staff of SNGH. Need list of those who should not be subjected to the metal detector due to health issues. It was requested that SNGH inform the Local Human Rights Committee with the results at our next Human Rights Meeting.

Cindy Estes will post changes on units for 2 weeks prior to changes becoming effective.

**A motion was made by Mr. Boyd and properly seconded by James Overton to approve the Sentara Norfolk General Hospital Intensive Treatment Area Behavioral Health Unit - ITA & Sentara Norfolk General Hospital Senior Treatment Area Behavioral Health Unit -STA Patient Handbooks. The motion was approved.**

A motion to adjourn the meeting was made by Mrs. Peterkin and seconded by Rev. Christopher Boyd, all in favor.  
The meeting was adjourned at 9:30am